

Entered - 02/24/97 - sb  
CL - 97L0120 - GWENDOLYN BURNS

CLAIM OF: William B. Shearer, Jr.  
3875 Tuxedo Road, NW  
Atlanta, Georgia 30342

00- *R* -1835

For property damages alleged to have been sustained when a water meter was improperly repaired by the City on October 16, 1998 at 3875 Tuxedo Road, NW.

THIS ADVERSED REPORT IS APPROVED

BY: *Rosalind Rubens Newell*  
ROSALIND RUBENS NEWELL  
DEPUTY CITY ATTORNEY



- Bill from 6/13/96 - 10/16/96 actual \$500.00

On October 28, 1996 I called the water department again and after 20 minutes on hold talked with Mrs. Allen. She said I needed to talk with a supervisor and would have her return my call. She didn't call that day but called on October 29 and left a message on my machine. I called again on October 31. She did not return my call. Finally on November 4, 1996 I talked with Jan Walters. She told me the procedure was that they hold the charges for one billing period after the repair to make sure the water was back to normal. They didn't review the paperwork from the first incident until August because of the Olympics. But, during the Olympics, the bill was an estimate so by October the bill was for 4 months. By then we had the second disaster. Now they'll have to hold the bill for an additional billing cycle to get the average. Almost all of 1996 is unstable so we went back to 1995 records and found bills of \$104.40, \$122.40, \$100.80, \$129.63, \$119.30 and \$116.23 which would reflect our norm more accurately.

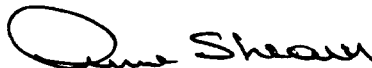
- The bill from 10/16/96 - 12/12/96 was \$183.60.

(again reflecting part of the time of the leak) Meanwhile on November 7, 1996, James Underwood of the water department came to change out the water meter (it had been read on the 10th and the 17th and a leak reported). I told him this was all under dispute and he decided he should leave the old meter until it was resolved but he did replace the large broken box (I assume broken in May) around the meter. Maybe the meter is faulty on top of everything else.

Ms. Walters advised me to submit a claim for the repair (enclosed) along with an explanation addressed to either Ms. Walters or Victoria Hunter who is holding the paperwork. I am asking the water department to reimburse us for the repair of the improperly repaired water meter as well as for a credit for the excess amounts charged for water during these periods.

Thank you for your attention in this matter. If you need to talk with me, please call (404) 262-1145.

Sincerely,



Anne Shearer

cjb